BY ORDER OF THE COMMANDER
43D AIRLIFT WING

POPE AFB INSTRUCTION 33-106

19 AUGUST 1998

Communications and Information

ELECTRONIC MAIL (E-MAIL) MANAGEMENT AND USE

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

NOTICE: This publication is available digitally on the AFDPO WWW site at: **http://afpubs.hq.af.mil.**

This instruction established procedures and guidelines for using e-mail systems resident on the Pope AFB local area network (LAN). This instruction applies to all Pope AFB organizations and personnel connected to and receiving services from the 43d Airlift Wing LAN.

1. Responsibilities.

1.1. The Pope AFB Network Control Center (NCC) will disseminate and implement Air Force and MAJCOM policy.

1.2. Individual users of the Pope AFB e-mail system will ensure compliance with Air Force e-mail policy. When personnel log on to their desktop computer systems, they become part of the network and are subject to restrictions.

1.3. All requests for establishing e-mail accounts must be submitted in writing by the unit Functional System Administrator to the 43CS/SCB NCC Help Desk.

1.3.1. Individuals will be required to sign for their personal e-mail account and password in person at the Help Desk (514 Virgin Street, Room 108).

1.3.2. Individuals must contact the 43CS/SCB Help Desk to disable their e-mail account if they will not be accessing it for over 120 days. The account will be activated immediately upon the member's return.

2. Use:

2.1. As the Air Force expands its use of communications technology, there is an urgent need for a clearer understanding of legal requirements and sound policies governing e-mail. E-mail services on Pope AFB are provided to enhance the mission capabilities of the 43d Airlift Wing. The following guidance is prepared to clarify existing policies AFI 33-119, *Electronic Mail (E-mail) Management and Use*:

2.1.1. Only NCC approved e-mail software will be used over the Pope AFB wide area network.

2.2. E-mail is provided to conduct official business. AFI 33-119, paragraph 3.51.2. provides a detailed listing of the allowable uses of DoD e-mail systems for personal use (e.g. what you can use a government telephone for applies to e-mail).

2.2.1. Personal e-mail should not be of such frequency as to interfere with official business.

2.2.2. Under no circumstances will chain letters, soliciting, pornography, unofficial advertising or other uses that are incompatible with public service be originated or forwarded from government e-mail systems.

2.3. All formal or informal e-mail sent or received on DoD owned computer systems is considered official and subject to monitoring. It is subject to the same guidelines as other forms of official Air Force written communication and requires coordination through your chain of command.

2.3.1. It is never permissible to use someone else's identity (userid) and password without proper authority.

2.3.2. Users must get permission from their commander before subscribing to or participating in e-mail list servers that are not official Air Force internal information products.

2.4. E-mail will not be sent directly to everyone on the Global Address List. Information should be forwarded to unit orderly rooms, first sergeants, or commanders for distribution to their personnel.

3. Professional Courtesies.

3.1. Acceptable use of e-mail is based on common sense, common decency, and civility applied to the electronic communications environment.

3.1.1. E-mail is a means to further the mission by providing services that are efficient, complete, accurate, and timely. Make sure that only properly reviewed and authorized information is transmitted.

3.1.2. Place as much information as possible in the subject line of your e-mail. If the e-mail is referencing a meeting of the Functional System Administrators (FSAs) let the recipients now up front (ex. SUBJ: FSA Meeting, 0900/29 May, Base Theater).

3.1.3. If a message is unavoidably long let the recipients know in the beginning and consider ways to summarize the contents to make the readers job easier.

3.1.4. Always include a signature block at the end of official e-mail to ensure all recipients can identify the originator.

3.1.5. Refrain from using unprofessional language and limit the use of sarcasm and humor.

3.1.6. Capitalize only to accentuate a word or phrase. Typing in capital letters gives people the impression that you are shouting at them.

3.2. Finally, it is up to each individual to act responsibly and exercise professionalism and respect for others in the use of the e-mail system. Clarity, brevity, and courtesy are keys to effective written communication.

4. Information about e-mail. Direct questions concerning the proper use of e-mail to the NCC.

DAVID L. JOHNSON,   Colonel, USAF
Commander

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

AFI 33-119, *Electronic Mail (E-mail) Management and Use*

Abbreviations and Acronyms

AFB—Air Force Base

AFI—Air Force Instruction

CS—Communications Squadron

DoD—Department of Defense

FSA—Functional System Administrators

LAN—Local Area Network

MAJCOM—Major Command

NCC—Network Control Center

SCB—Information Systems Flight